

Dear Guest,

A warm Welcome at The LIV Hotel Jaipur...!!!

It is a matter of pride for us to welcome you to ***“The LIV Hotel Jaipur”***. Our Hotel will enhance your joy with its prominent location, the high level of quality, comfort, friendly and professional demeanor and services. It shall be our commitment to ensure that you have a pleasant stay and return home with nostalgic memories of our hospitality.

Experience the enjoyable facilities at the Hotel during your stay the details are as below:

- ❖ **NOUBA Restaurant on the third Floor operational from 1200 hrs. to 24:00 hrs. Breakfast will be served in this restaurant.**
- ❖ **NOUBA Bar & Kitchen, Rooftop operational from 1200 hrs. to 24:00 hrs.**
- ❖ **SAMMODA SPA Located on the third floor operational from 0930 hrs. to 2100 hrs.**
- ❖ **LA BELLA Curly Hair & Nail Expert on the third floor operational from 1030 hrs. to 2030 hrs.**
- ❖ **Swimming pool on the fourth floor operational from 0800 hrs. to 1900 hrs. pool towels will be available on the terrace.**
- ❖ **Enjoy the Open to sky Terrace for delectable cocktails & delicious or a Live wood fired Pizza with Paranoiac view of the The Nahargah Fort along with other monuments on the Aravalli Range**
- ❖ **CURIOS LIFE ROASTERS & CAFÉ is located on the ground floor. The operational hours are 0700 hrs to 2100 hrs**

We recommend usage of In-room safety deposit safe for your valuables. The hotel shall not be responsible for any valuables left by the guest in the room or accept liability for loss incurred during the stay. There is an Iron Board and Iron provided for your comfort.

Our **Reception** – By dialing “9” or **9216111995** on your house phone and our dedicated associates will be happy to assist you with every query. For room to room dialing please dial the room number. For Room Service please dial **4** or **9799654002**

We wish you a renewing stay with us and should you require any assistance or have any specific requirements, please do not hesitate to contact us.

Warm Regards,

Balbeer Singh

Manager Operations
91- 9216111996

Dear Guest,

Thank you for choosing The LIV Hotel, to begin your journey for an Experiential Hub.

An intimate, very private boutique hotel situated close to Central Park & Statue Circle, in the heart of Jaipur, comprising 20 individually themed Deluxe Rooms and Studios each furnished with an extraordinary furniture and art.

May we take this opportunity to familiarize you with our Boutique Hotel policies to ensure that all our guests are comfortable to provide everyone a memorable stay.

- Check-in time is 1400 Hrs. and check-out time is 12 Noon. Kindly inform us of your estimated time of arrival for us to prepare your stay. Should you want to guarantee an early check-in, we would recommend booking the night prior to your arrival.
- Guests must be above the age of 18 years to check in. However, we welcome guests between the age of 0 and 18 years if they are accompanied by a parent or guardian.
- Guests between the age of 14 to 18 years require the written consent of their parent or guardian.
- Swimwear is not provided or retailed at the The LIV Hotel Jaipur. Guests are requested to carry their own swimwear if they wish to use the pool.
- Carrying & Consumption of alcohol will be as per the Rajasthan State Excise laws. Guests are permitted to carry (if permitted by law) one bottle of per room per stay. Consumption of personal owned alcohol is permitted in the checked in room only without disturbing the peace & privacy of other guests. Guest to ensure that no nuisance and noise is created.
- Anyone found using or under the influence of illegal drugs or substances classified under the Narcotic Drugs and Psychotropic Substances Act, 1985 will be reported to the police and asked to leave the Hotel immediately. Any evidence or suspicion of drug use at the Hotel will also be reported immediately to the police.
- Hookahs and personal music/speaker systems are not allowed in the hotel.
- No visitors are allowed after 2200 Hrs in the room.
- Chauffeurs are not allowed to stay in hotel premises, in car. Details for guest house available at he reception
- Helper / Assistants / maids also not allowed to stay in hotel premises with guest in the room. Only check-in guests are permitted with valid ID.
- All rooms are non-smoking. Smoking in the room will warrant a housekeeping cleaning charge of Rs. 5000 + GST.
- Guests are requested to be mindful of the privacy of others on the property while taking pictures & selfies.
- Keeping in mind the comfort of all guests. Pets are not permitted on the property. Please contact the reception for any enquiry.
- The LIV Hotel reserves the right to ask any guest to check-out on violation of any of the above policies.
- Lockers for your valuables are available in each guest room. The hotel shall not be responsible for any loss of or damage to your personal belongings. Please leave the locker in open mode before check out and kindly check to take all your belongings.
- In case any damage is done to the hotel property by guests during their stay, it will be the sole accountability of the guest that made the booking and The LIV Hotel will levy damage charges as deemed fit.
- There are special charges for weekends, Christmas, and New year. Please do contact our Sales Offices for further information.

- Rates for fashion photography and filming are available on request
- The hotel has the right to check the luggage or belongings of the guests under the guests supervision. In case if the hotel feels that something is missing from the property or suspicious.
- Cooking food is not permitted in the rooms or studios. Crockery and cutlery has been provided in all the rooms and studios. Along with that a microwave and microwave safe bowls are provided in the studios. Guests are requested to used only microwave safe utensils while operating the microwave.

Firearms and Weapons

- The safety and security of our guests and staff is extremely important to us. As per Our Firearms and Weapons Policy **NO KIND OF FIREARMS, WEAPONS, KNIFES AND AMMUNITATIONS ARE PERMITTED IN THE HOTEL PREMISIS.** Incase a guest is found in possession of any kind of fire arm, weapons or ammunitions. The matter will be reported to the nearest police station.

Check in / out, Booking, Cancellation Policy & Refunds

- All Government Taxes are charged additionally and will be levied as per the charges prevalent during the time of stay.
- All confirmations are subject to receipt of an advance at least 15 days prior to check-in.
- Total room rent is payable in advance in order to confirm the bookings.
- As per the Government of India's security regulations, it is mandatory for all guests to show an identity proof (passport for foreigners) at the time of check-in. Please do ensure that you carry this with you. Our team will be taking a photocopy of the same for our records.
- 0 – 3 days – 100% of full amount shall be charged
- 3 days to 5 days hours 50% of the full amount shall be charged
- Beyond 7 days 100% amount shall be refunded. (Subject to mode of payment)
- No show & early check out: 100% full amount shall be charged
- Any payment made Credit/Debit card in the case of cancellations will 5% of the total amount shall be charged extra on top of the above cancelation schedule.
- Cancellation Charges for Long weekends and Christmas New Year period (20th December, 2024 to 2nd January, 2025) , booking for marriages - 100% of full amount shall be charged
- Any postponement of the booking will be treated as a cancellation and will be governed by the Cancellation Policy.
- Refunds will be only through account payee cheque for bookings made by cash/cheque/bank transfer or any other method. The account payee cheque will be in the name of the booking only and shall be handed over in 7 working days.
- The original receipt must be presented for processing the refund.

SWIMMING POOL RULES AND REGULATIONS

- ❖ Pool operating hours are 8 am to 7 pm
- ❖ It is mandatory to take a shower before entering the pool.
- ❖ Guests staying at hotel may use the swimming pool area free of charge.
- ❖ Outside guests wanting to avail the facility of the pool please contact the reception.
- ❖ Swimming costume is mandatory to use swimming pool.
- ❖ A responsible adult or parent must keep an eye on their children.
- ❖ No Glassware is permitted in the pool area.
- ❖ Please do not leave your valuables un-attended.
- ❖ Food and drinks are not permitted near the pool.
- ❖ Pets are not allowed inside swimming pool.
- ❖ Chewing tobacco, pan masala etc. inside the pool premises is strictly prohibited.
- ❖ Do not apply any lotion/cream on the body before entering the pool.
- ❖ Usage of the swimming pool is prohibited during thunderstorm or heavy rain for safety reasons.
- ❖ Only food and drinks purchased from the Nouba Kitchen & Bar can be consumed in the pool terrace area. Bringing of food or drinks purchased from outside is not allowed.
- ❖ Don't Use pool when it is mentioned as closed.
- ❖ Maximum load capacity of the pool is 6 guests.
- ❖ Other than the “Designated Smoking Area”, the pool area is a non-smoking facility.
- ❖ Guest suffering from infectious diseases such as colds, open wounds, nasal, eye or ear discharged or any other contagious diseases are not allowed to swim.
- ❖ Guest changing into swimwear must use the changing rooms provided.
- ❖ Guest is expected to shower before entering the pool.
- ❖ The LIV Hotel and its Management is not responsible for any loss or damage to any personal property, injury, disability or fatality even death arising from whatsoever reasons while exercising or playing in the swimming area.
- ❖ Swimming and use of the pool facilities is at Guest's own risk. The LIV Hotel and management and the owners are not responsible for any accident or injury.
- ❖ Before using any of the pool facilities, guests with major health issues, such as heart conditions, should speak with their doctor.
- ❖ These rules and regulations are subject to change without any prior notice.
- ❖ Pool towels will provided on the terrace by the housekeeping satf.
- ❖ THE DEPTH OF THE POOL IS 3'4"
- ❖ NO LIFE GUARD ON DUTY
- ❖ NO DIVING ALLOWED
- ❖ SITTING ON THE LEDGE WALL IS NOT PERMITTED

Dear Guests,

We invite you to use our Spa facilities.

We request you to abide by the rules and guidelines listed below in order to ensure both your safety and the safety of others:

Cell Phones:

You must stay silent and turn off your cell phones once you enter our facility as Sammoda Spa is meant to be a peaceful and stress-relieving experience.

Arrival:

Please arrive 15 minutes before your appointment so that we can fully understand your needs and make your time with us as enjoyable as we can.

Your treatment time can be shortened if you are late, but you will still be charged the full amount for the reserved service.

Attire:

You can come in a casual attire. Towels, robes and slippers will be provided.

Valuable Items:

Kindly Leave your Jewellery at home.

If you do, however, have your Jewellery with you, make sure they are safe with you. Our staff will not be responsible for any lost items

We recommend you to use the lockers for your clothing and other personal items.

Keys for lockers are required to be brought back to reception after use. Any keys that are lost will incur a replacement fee.

Items that are lost or stolen are not the responsibility of Sammoda Spa.

The Hotel management disclaims all liability for any loss, theft, or damage to items, valuables, or other private property brought into the Spa.

Communicate Your Preferences:

The majority of spa experiences can be tailored to your needs. For instance, music, temperature, massage pressure, etc.

The therapist will value your thoughts and be grateful for any explanation of any questions you may have.

Medical Conditions

Make sure your initial assessment form is filled out completely.

Please be sure to note any medical condition(s) you may have when scheduling an appointment.

For you, some therapies might not be recommended.

Any medical condition(s) or potential worries must be disclosed to your therapist.

Sammoda Spa maintains the right to deny service to anyone it determines, in its sole discretion, may pose a health risk.

Rescheduling:

We must be notified at least 12 hours before your booked appointment if you need to cancel or reschedule.

Missed Appointments:

Majority of our therapies necessitate specially blended formulations, a qualified therapist, and extensive planning beforehand. Because of this, it is our policy that any missed appointments in therapy must be fully compensated.

Gratuities:

In all Sammoda Spa facilities, gratuities are expected but not included in the service fee. Envelopes with tipping instructions are available at the front desk, for your convenience. We require a 20% deposit from each client for any scrub or body wrap therapy because the blends for these treatments must be produced in advance. We reserve the right to change the above rules and regulations without prior notice.

Steam and Jacuzzi Rules and Regulations for guest safety and comfort.

- All guests using the steam room and jacuzzi must take a shower and remove their makeup and hair oils, before using any facility.
- In the Jacuzzi and Steam Room suitable attire is required.
- In the steam room visitors are requested to sit on towels.
- The usage of the steam room is not permitted for anyone under the age of 18.
- The steam room and jacuzzi should not be used by pregnant women since the increase in body temperature could have harmful consequences on the foetus.
- After consuming a heavy meal or alcohol, guests are advised to avoid using the steam room and jacuzzi.
- Any tampering with machinery or heating components is absolutely prohibited.
- Shaving is strictly prohibited in the Jacuzzi and Steam Room.
- It is not permitted to use soap, shampoo, conditioner, oils, or scrubs in the steam room and jacuzzi.
- It is not permissible for anyone to use the steam room and jacuzzi if they have open wounds, infectious diseases, or contagious infections.

The entire Sammoda Spa is a no-alcohol, no-smoking zone.